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ARIZONA CORPORATION COMMISSION RECEIVED

AZ CORP COMMISSION  
DOCKET CONTROL

April 5, 2016

2016 APR 8 AM 10 45

To: Docket Control

RE: Johnson Utilities L.L.C. dba Johnson Utilities – Consumer Comments

Docket No. WS-02987A-16-0017

Please docket the attached \_\_\_\_\_ 1 \_\_\_\_\_ consumer comments In Favor of the above filed case.

Consumer's comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission

DOCKETED

APR 08 2016

DOCKETED BY	<i>KE</i>
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# Arizona Corporation Commission

## Utilities Complaint Form

<b>Investigator:</b> Jenny Gomez		<b>Phone:</b> <<< REDACTED >>>	<b>Opinion Date:</b> 4/5/2016
<b>Opinion Number:</b> 2016 - 129948		<b>Priority:</b> Respond within 5 business days	
<b>Opinion Codes:</b> Rate Case Items - In Favor		<b>Closed Date:</b> 4/5/2016 12:11 PM	
<b>First Name:</b> Karen	<b>Last Name:</b> Christian	<b>Account Name:</b> Karen Christian	
<b>Address:</b>			
<b>City:</b>	<b>State:</b>	<b>Zip Code:</b>	
<b>Company:</b> Johnson Utilities L.L.C. dba Johnson Utilities Company		<b>Division:</b> Sewer*	
Stephanie Poulin		<b>Phone:</b> <<< REDACTED >>>	<b>Email:</b> <<< REDACTED >>>

### Nature Of Opinion

Docket Number: WS-02987A-16-0017

Docket Position: For

Despite the past negative responses from the company toward my concerns I've filed regarding issues in our community, most recently on the standpipe docket, this time they can not state it's not my business, as there is no doubt I'm directly affected by this decision. Besides my husband working there as a volunteer at Johnson Ranch Golf Club (JRGC), and we both have enjoyed golfing there, we also live in Solera at Johnson Ranch senior community that has many lots that line the golf course fairways and greens. I know for a fact that many people who live directly on the golf course (we almost bought our home on the course) paid \$100,000 lot premium for their lot alone! The concerns of neighbors here in the community are high!

Not only that, but is Swing First Golf (SFG) being treated equally and fairly with other golf courses that are serviced with effluent in the Johnson Utilities' (JU) CC&N servicing areas? Beginning with their very own course, The Golf Club at Oasis, owned by George Johnson which, by the way, we are bombarded every month in the JU newsletters with advertising for. They also have bragged off and on in the newsletters how they are favorable to saving our "precious resource" of water by using the effluent to water the courses.

Next you have Poston Butte Golf Club, LLC in Florence, AZ which some have inquired from and they have admitted they, too, receive effluent water from JU. I ask you, how is this fair, equal, and non-discriminatory service to the public when such obvious discrepancy shows in this case? My letter on the standpipe docket after it was closed expresses again my thoughts and concerns as to the behavior of this company overall. The legal ways in which lawyers for the company as well seem to not care what happens to the public being serviced, who gets hurt, who loses their jobs, companies, as well as what it does to their families. Does anyone have character left in this state anymore? Thus far, I've seen very little if any when it comes to issues that have been ongoing for years. Do the people of this state that elected our ACC commissioners have protection from this vested monopoly and the \$\$ that is thrown around selectively to get what they want? Therefore, the following from the ARS, imho, would come into play.

40-334. Discrimination between persons, localities or classes of service as to rates, charges, service or facilities prohibited

A. A public service corporation shall not, as to rates, charges, service, facilities or in any other respect, make or grant any preference or advantage to any person or subject any person to any prejudice or disadvantage.

B. No public service corporation shall establish or maintain any unreasonable difference as to rates, charges, service, facilities or in any other respect, either between localities or between classes of service.

C. The commission may determine any question of fact arising under this section

## Arizona Corporation Commission Utilities Complaint Form

Do I need to list the years of lawsuits filed against its' own customers for complaints that have gone unanswered? Do I need to remind you of the standpipe customers who were promised mainlines to their homes last summer, and now are being told "not enough signed up so we're not going up Gary Rd" when there was NEVER a stipulation as to how many would sign up? Do I need to remind you of a water hauler's business being sucked out from under him, when he was doing nothing but trying to instill and offer ways to protect the standpipe, then is undermined by the company by bringing in their children's company (Roadrunner Transit) to haul water "promised" at \$12 p/1000 gallons, and then, during the August 18, 2015 Open Meeting, Mr. Johnson PROMISED other haulers could have access to the main yard standpipe, but when they attempted to access it, suddenly a list of demands, including a \$2 million liability insurance requirement was asked? Do I have to remind you as well, how, after I was invited to speak to the standpipe people on how to properly file complaints, and NOT to protest, as was being planned, our community organization name was magically applied and granted for a LLC thru the Arizona Corporation Commission by Mr. Johnson? Knowing full well that name had been in the public domain for almost 3 years, and that had I or others had the big \$\$ he does, we would've been able to sue for trademark violations. NO! I don't need to list the last 20 years of NOV's thru ADEQ, EPA lawsuits, etc. do I?

Our community has a vote of NO CONFIDENCE in this water provider. Take a poll and see. Just last week another sewer overflow in the Castlegate community of San Tan Valley occurred, and made the news. Is this due to poor maintenance? Or is it once again going to be blamed on the public putting mop heads down their toilets?

You see, as badly as I wanted to see the tide turn out here, the Johnson's apparently don't care that the "legacy" that is so badly wanted to be left is nothing more than a reputation of being a bully who attempts at every turn to control the fine people and businesses of San Tan Valley. It seems again this is another vindictive move by the owner of JU.

Now we have a golf club that is popular among the residents. We have people in Solera and others who live along the course concerned it could dry up and become desert again. Or, better yet, like Ahwatukee, concerned another big developer will want to put condos or more houses on it!

The ACC has had their share of bullying and attacks over the past year or more. Is it fun? Is it fun to have lawyers falsely accuse you and the big corporate bullies threaten your very character and family? Well, ask Emily Hughes and Bambi Sandquist and a multitude of others in San Tan Valley..they'll tell you it's not. Yet, they, as me, have tried to have faith that our commissioners, for once, will vote in our favor and do what's ultimately in the PUBLIC INTEREST!

I could sit here and quote Administrative Code, past dockets, etc. God knows I've studied them enough over the years. But, I'm going to appeal to you as a citizen who lives in this golf course community and one that has seen the camaraderie of family of those at the course. I just witnessed a memorial service for one who passed away that volunteered for 9 years at the course, last night. I watched as the head golf pro, Chad broke down in tears and the 150+ people that came out in attendance to remember Ken Roth and his dedication to the community, pets in the community, and the golf course. (see pics below) This is family here now. Divorce is not an option!

Thank you for listening,

Karen Christian

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### Investigation

Date:

Analyst:

Submitted By:

Type:

• WS-02987A-16-0017

**Arizona Corporation Commission**  
**Utilities Complaint Form**

4/5/2016

Jenny Gomez

Telephone

Investigation

Noted and filed for the record in Docket Control.

ATTACHMENTS: TWO PICUTURES WILL BE FILED IN THE TUCSON OFFICE FOR TWO YEARS.

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KENNETH  
"Kenny"  
ROTH

December 24 1954  
March 16 2016

FAMILY IS EVERYTHING

